

Figure 1

Overview of Network Topology

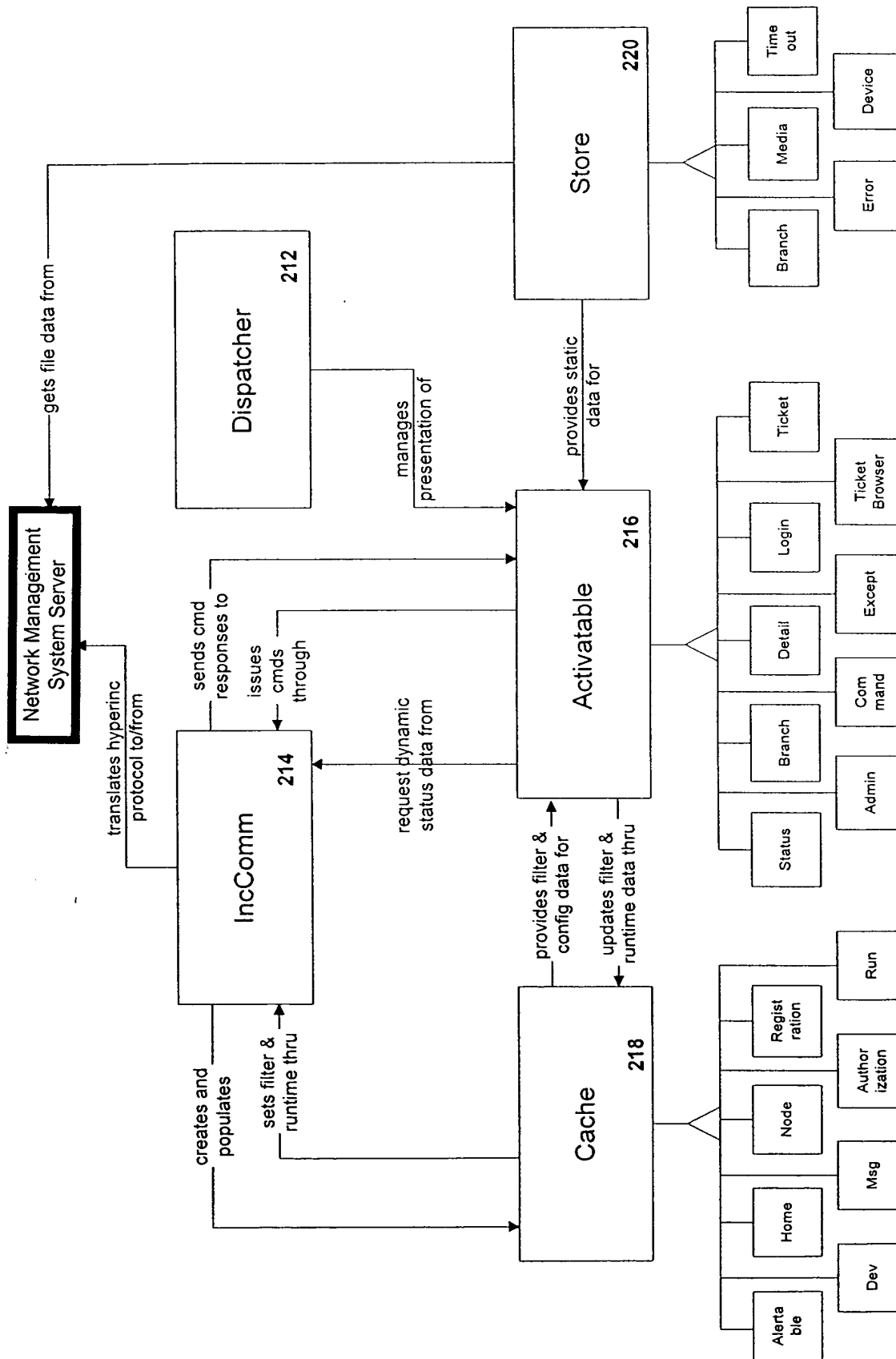


Figure 2A

# Exception-Based System Management System Component Object Model

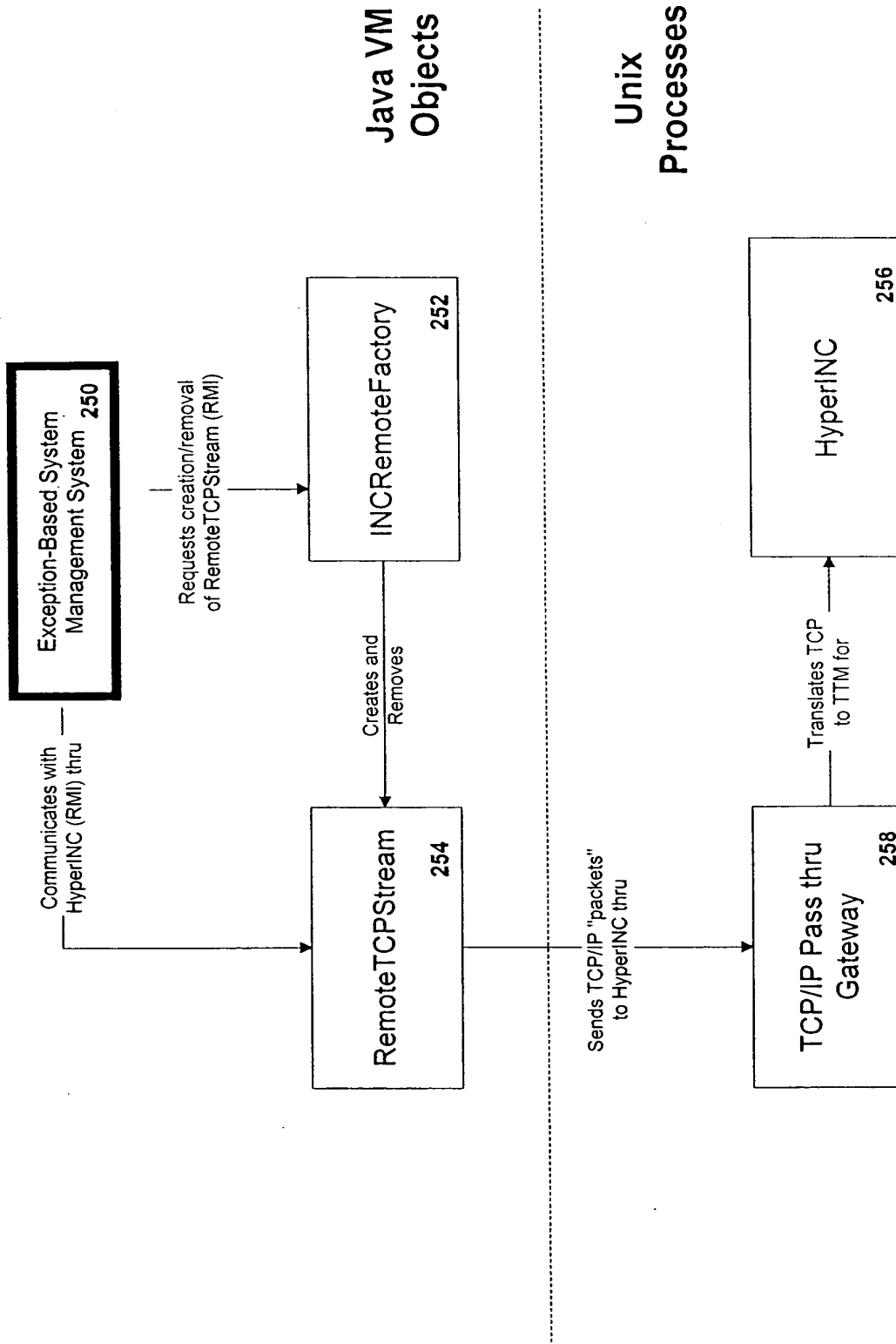
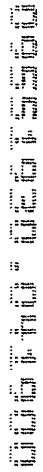


Figure 2B

Exception-Based System Management Component Object Model (2)





**Figure 4A**

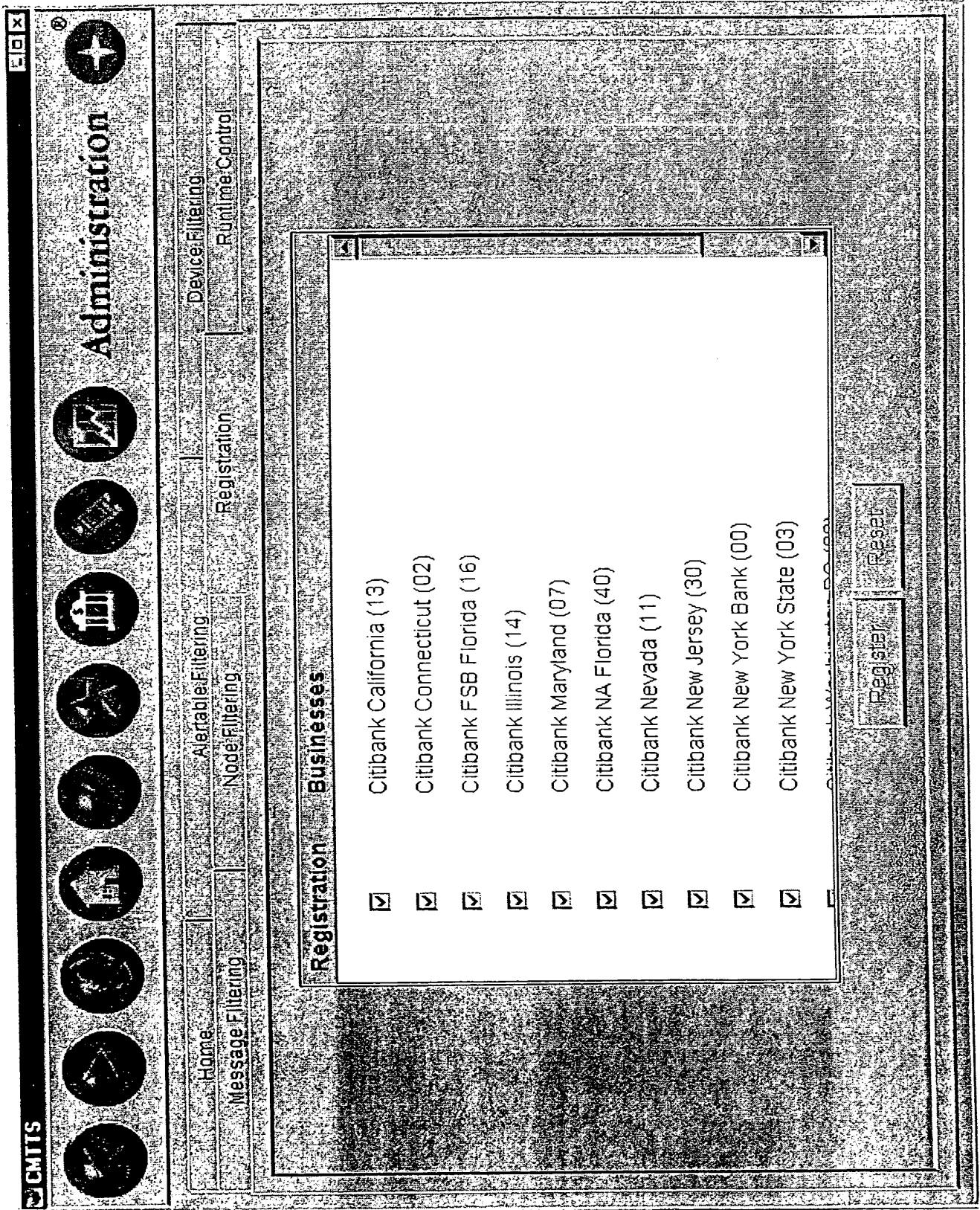


Figure 4B



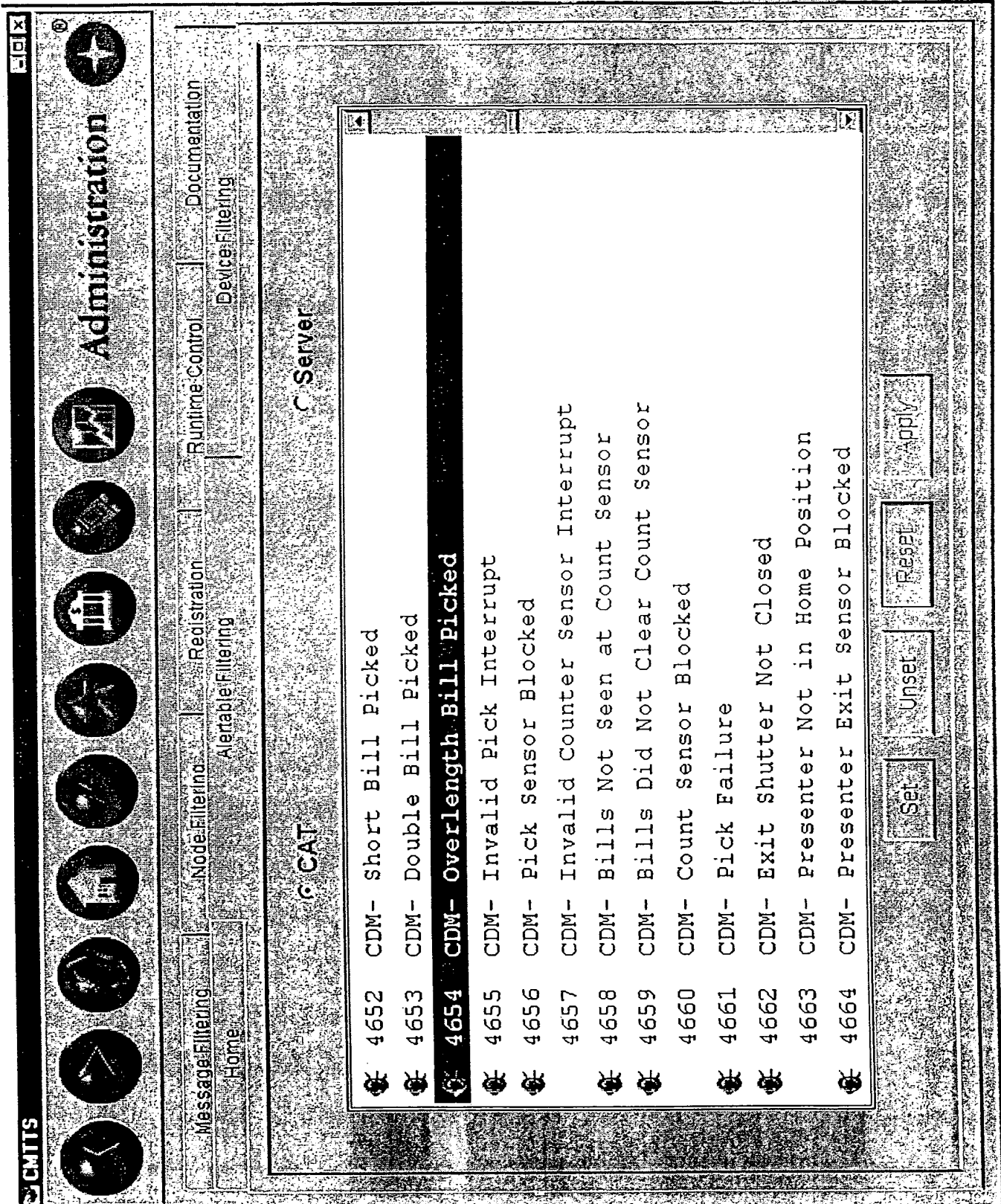
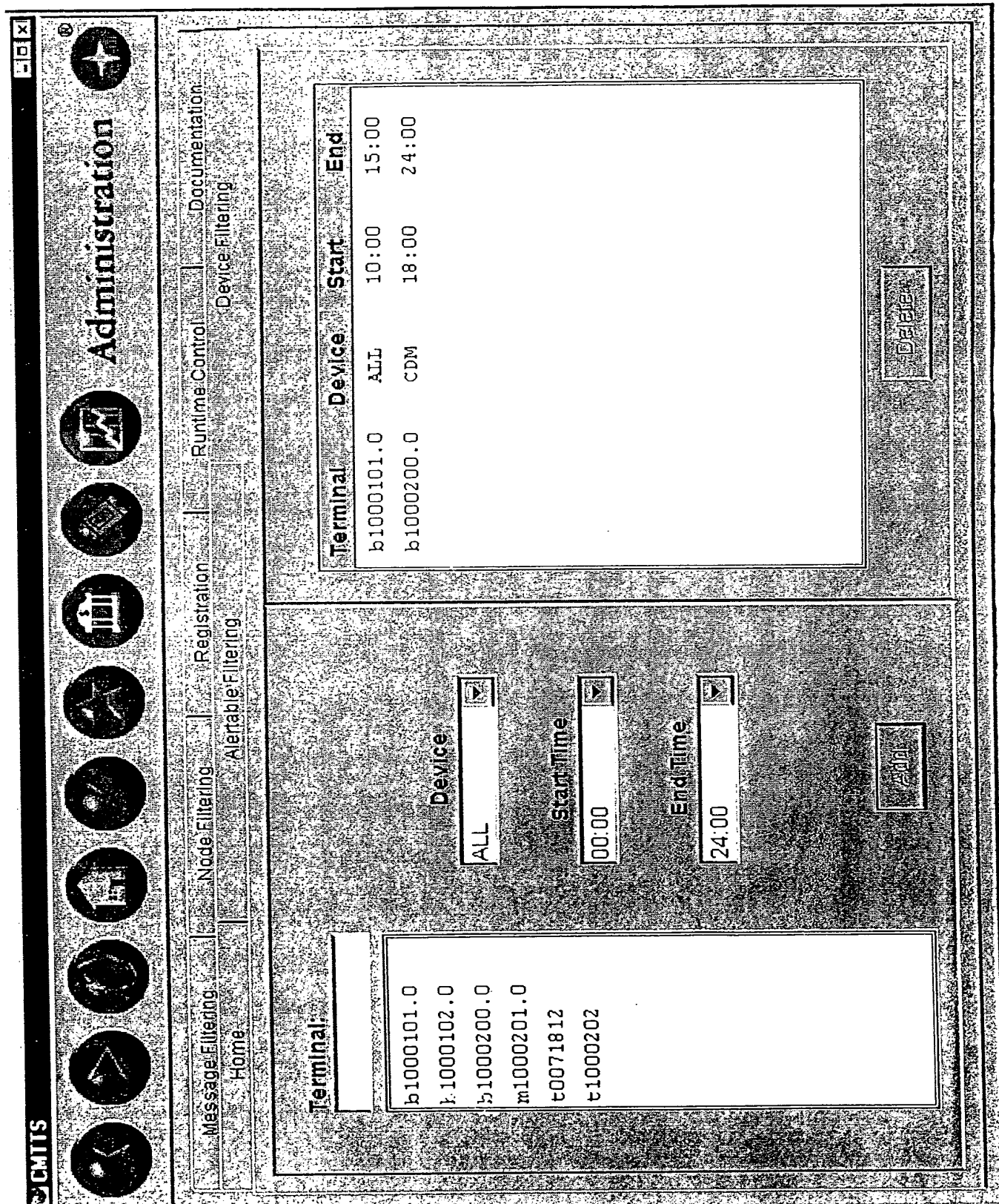


Figure 4C



**Figure 4D**



### Figure 4E

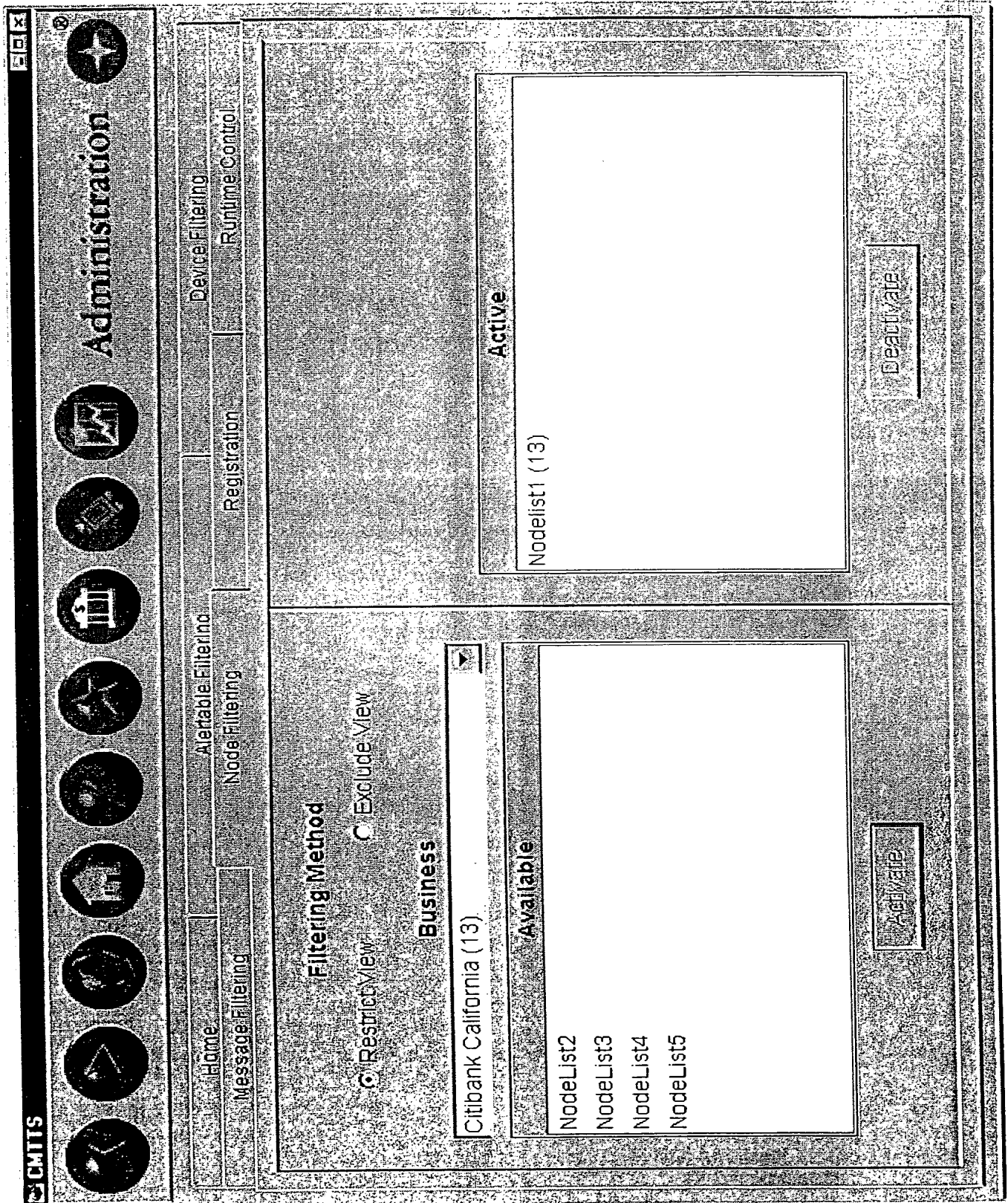


Figure 4F

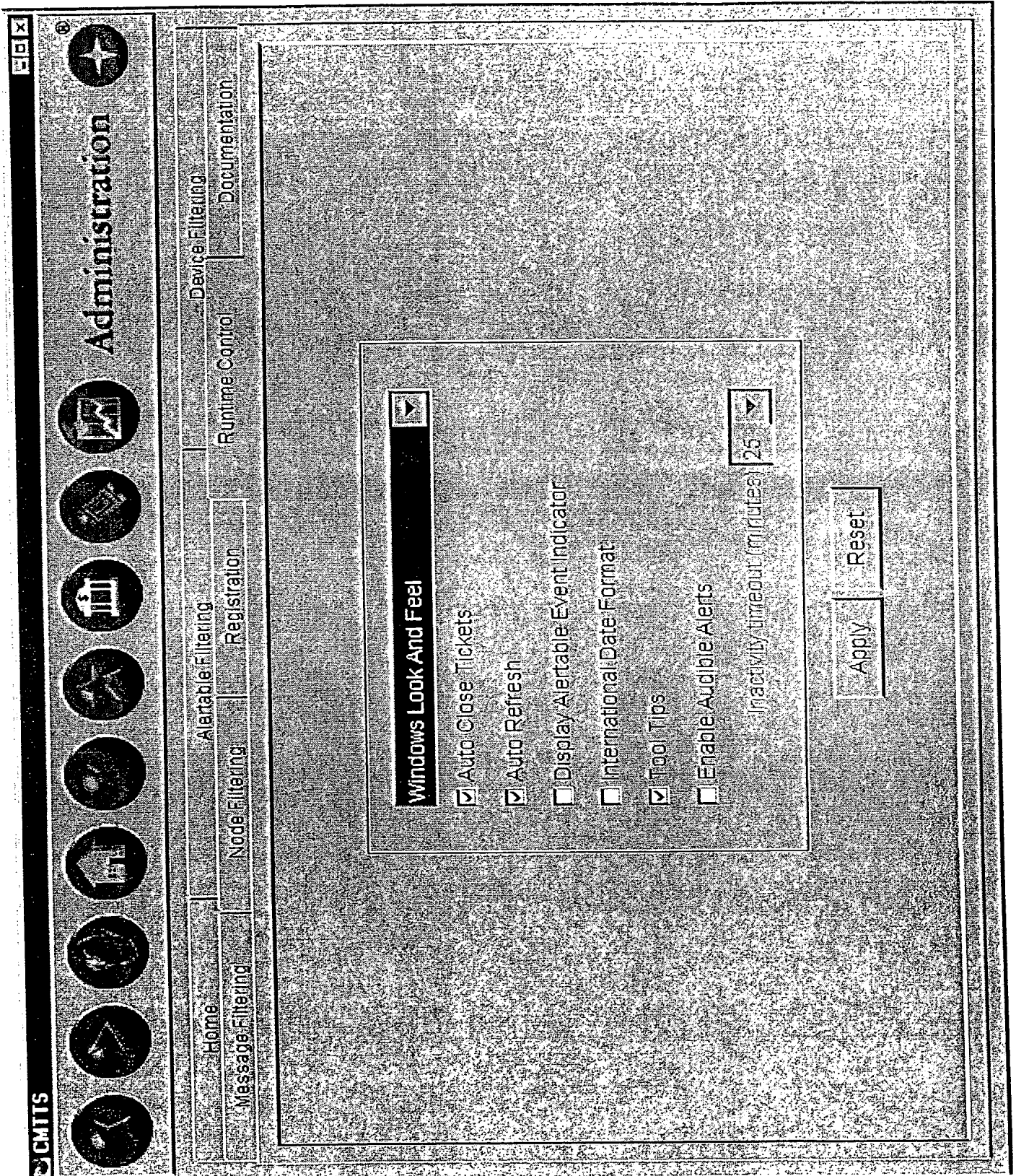


Figure 4G





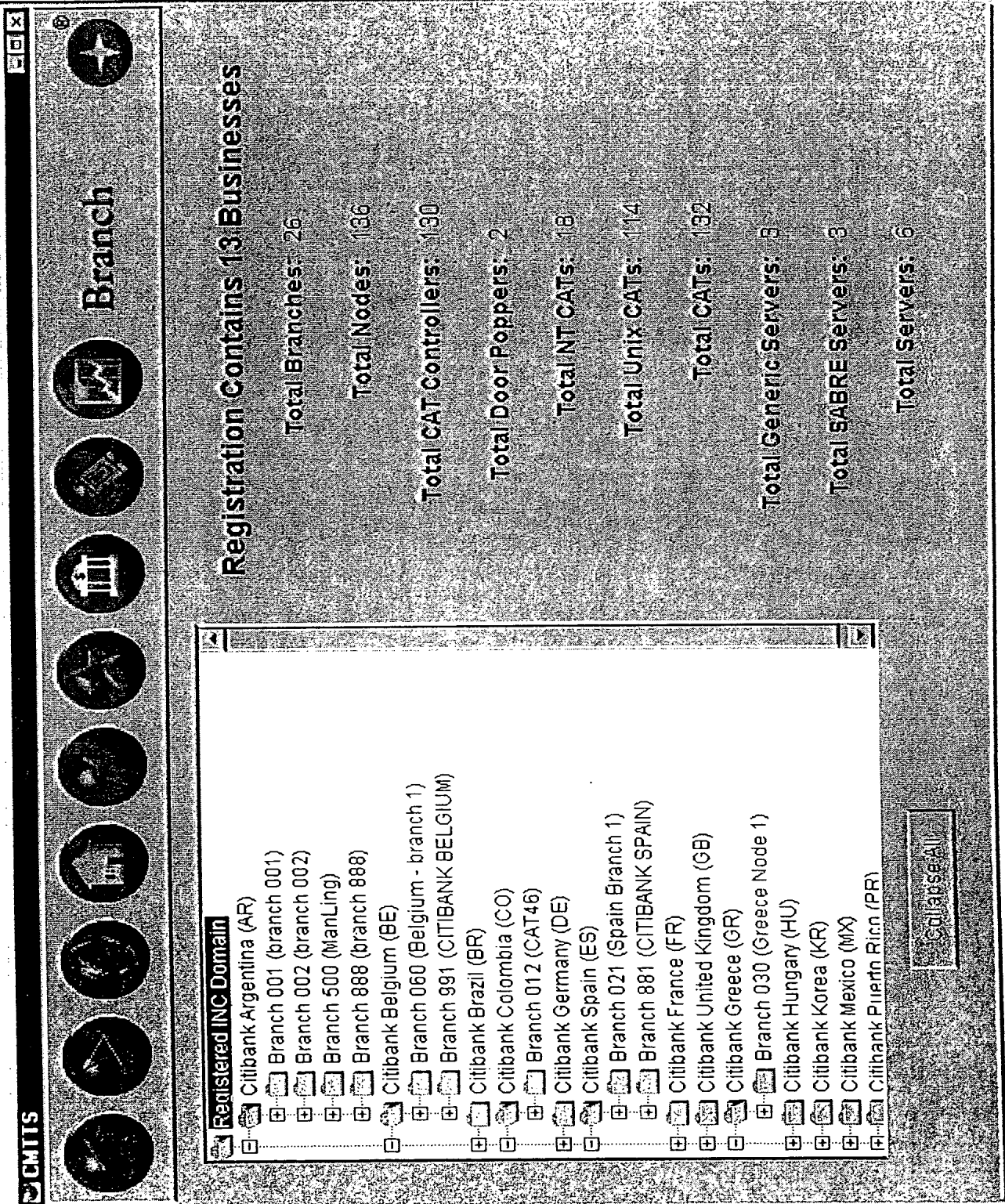


Figure 5



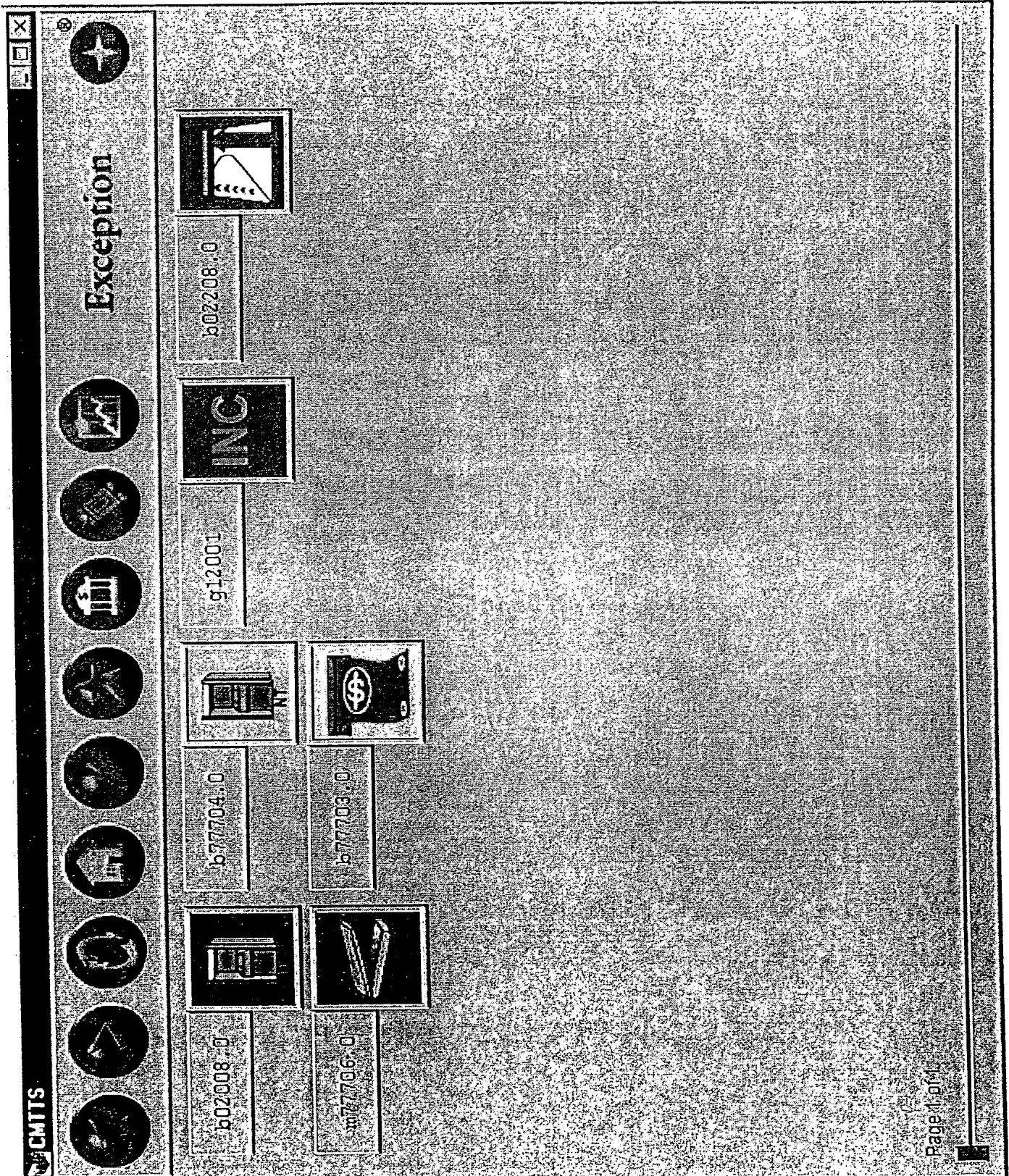
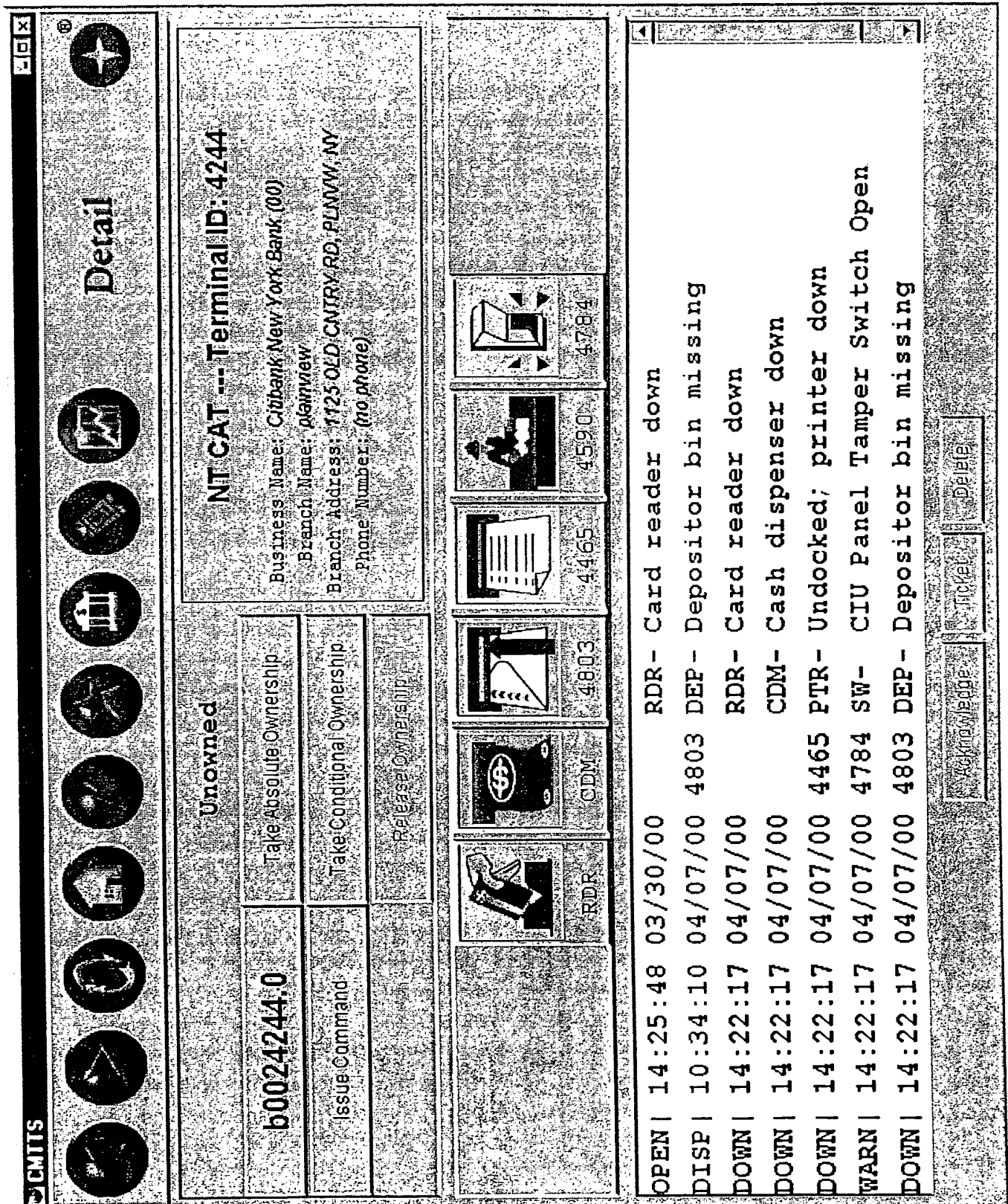


Figure 6



### Figure 7

CMTS

Command

**Business:** Citibank New York Bank (00)

**Command:** Inquire Connection to INC

**Release ID1:**

**Release ID2:**

**Outstanding Commands**

**Command Responses**

0002 11:04:40 Inquire CAT 2 status for b0024244.0 : response  
11:04:41 b0024244/CAT up Mon Apr 03 21:06:48  
HOST DN Dec 31 16:00:00 1969 PTA Pool ID: 00d0  
CAT/CASST not available for customer session  
CDM DN 04-07 14:49 TYPE:NCR DOWN:4621 CNT:0 DIV:0 BILLS:  
PRT DN 04-07 14:49 TYPE:ENH DOWN:4465 UNDOCKED CNT:0 ERF  
DEP DN 04-07 15:01 TYPE:NCR DOWN:4803 BIN\_NP CNT:0  
RDR DN 04-03 21:06 DOWN:4453  
CRT UP 04-07 14:49 TYPE:STS REV:104  
SWITCH STAT SAF:OP MNT:OFF ENG:CL CIU:OP  
CAT STAT SAF:OP ADM:OU DIA:OU HSI:ND HS2:ND  
Cassette type 2 is OK  
Cassette type 4 is OK

0003 11:05:13 Inquire INC to CAT 2 connectivity for b0024244 : response  
11:05:13 <cat122> connected to hinc0001  
<cat122> connected to winc0002

**Find**

b0023601 CAT Controller

b0023602 CAT Controller

b0024201 CAT Controller

b0024202 CAT Controller

b0024244 CAT Controller

b0024601 CAT Controller

b0024602 CAT Controller

b0025101 CAT Controller

b0025102 CAT Controller

b0025111 CAT Controller

b0025112 CAT Controller

b0025113 CAT Controller

**Submit**

**Clear**

Figure 8

00000000000000000000

CMITS		Ticket									
<b>Node &amp; Event Information</b>		<b>Ticket Information</b>									
Branch Number: 221		Reference Number: 000001									
Branch Name: plainview		Ticket Closure Mode: Automatic									
Branch Address: 1125 OLD COUNTRY RD. PLAINVIEW, NY		Occurrence Date: 04/07/00									
Branch Phone: (no: phone)		Occurrence Time: 10:34:00									
Business: Citibank New York Bank		Open Date: 04/07/00									
Description: DEP Depositor bin missing		Open Time: 11:06:50									
Code: 4803		Dispatch Date: 04/07/00									
Node Name: 000242440		Dispatch Time: 11:07:07									
		Close Date:									
		Close Time:									
Assigned to A.J.											
<div>Print</div> <div>Update Remarks</div> <div>Dispatch</div> <div>Close</div>											
Created By: super Completed By: Modified By: super on 04/07/00 at 11:07:07											

Figure 9A



CMIS

File

Print

Search

Home

Back

Forward

Refresh

Stop

Close

Help

Exit

Ticket Search

Search Criteria

Display Order

☐ Occurrence Date Ascending

☐ Occurrence Date Descending

☐ Reference Number Ascending

☐ Reference Number Descending

Ticket Status

☐ Open

☐ Closed

☐ Dispatched

☐ Open and Dispatched

☐ Dispatched and Closed

☐ Open and Closed

☐ All

Business: (00) Citibank New York

Branch No:

Node Name: 00024244

Start Date: 03/01/00

End Date: 04/07/00

Event Code:

User:

Search

Clear

Search Results

Date	Time	Node	RefNo	Code	Description
03/30/00	14:25:48	b0024244.0	000002	0	RDR- Card reader down
04/07/00	10:34:10	b0024244.0	000001	D	4803 DEP- Depositor bin missing
04/07/00	11:06:55	b0024244.0	000003	0	4801 DEP- Not docked

RefNo

Fetch

Figure 9B



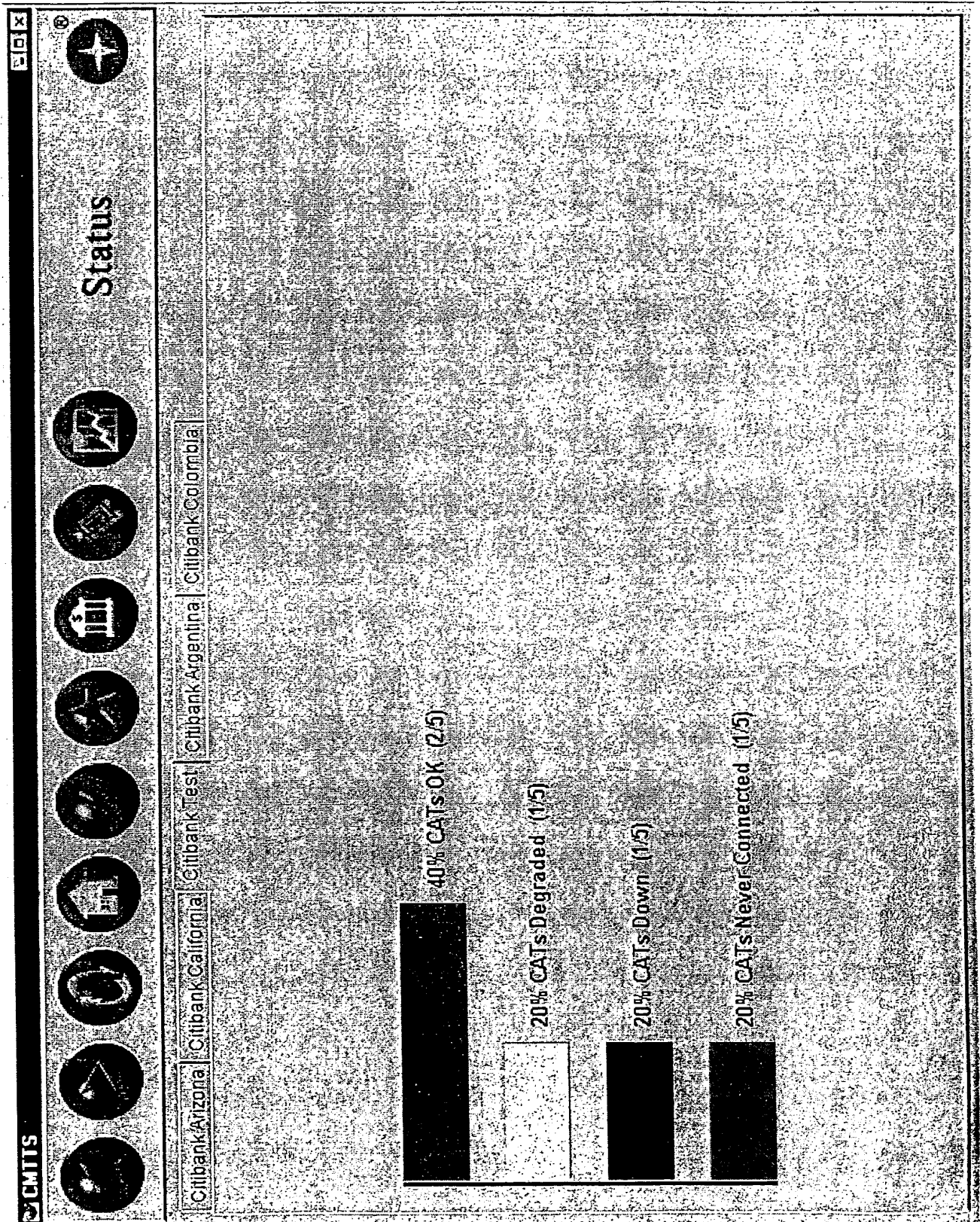


Figure 10